

**PUBLIC INFORMATION AND COMMUNICATION SERVICES
NIH – TASK ORDER**

RFTOP # 157

TITLE: Staff Position to Support Health Partnership Program NIAMS

PART I – REQUEST FOR TASK ORDER (TO) PROPOSALS

A. ADMINISTRATIVE INFORMATION:

PART I – REQUEST FOR TASK ORDER PROPOSALS

A. POINT OF CONTACT NAME: Anthony Revenis

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Fax- (301) 435-6101

Proposal Address:

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Rockville, MD 20892-7663

Billing Address:

Accounts Payable, OFM, NIH

Bldg 31, Room B1B39

Bethesda, MD 20892-2045

B. PROPOSED PERIOD OF PERFORMANCE

Base Period: September X, 2003 – September X, 2004

Start date to commence at mutually agreeable date after award.

Option 1: September X, 2004 – September X, 2005

Option 2: September X, 2005 – September X, 2006

Option 3: September X, 2006 – September X, 2007

Option 4: September X, 2007 – September X, 2008

C. PRICING METHOD: Labor Hour – Propose an hourly price for a named individual for hours actually worked.

Offerors may propose a staffing plan that meets the work requirements specified in this RFTOP with one full-time, dedicated, onsite bilingual (English and Spanish) technical and administrative staff person with a minimum of a bachelor's degree in health education, health promotion, health management, community development, or a related field.

D. PROPOSAL INSTRUCTIONS:

Both technical and cost proposals shall be submitted on or before the specified due date in electronic format. Electronic proposals shall be identified on the subject line of the email and by

file name with the following text, "RFTOP# 157-Proposal from {insert your firm's name}, Item 1 of 3." A signed task order form may be electronically transmitted or will later be requested from the successful bidder.

Page Limit: Ten (10) Pages. Any documentation in excess of the 10-page limit will not be evaluated. The ten-page limit does not include resumes and writing samples.

In order for the technical proposal to be acceptable, it must clearly demonstrate the Offeror's ability to meet the objectives of each of the requirements listed.

1. Resumes for any personnel whose efforts will be charged to the contract. These documents must address their capabilities and experience relating to the project tasks described herein. Resumes shall also include a Letter of Agreement in which the proposed personnel agree to work on this contract in the capacity outlined herein, if awarded. In addition, the resume for the Contractor's onsite staff person should include examples of accomplishments related to each of the five Task Areas listed, along with writing samples in English and Spanish.
2. Two to three-minute Spanish-language recording of the proposed Contractor's onsite staff person on a CD, which can be played using Windows Media Player or Real Player, or a high-density audiocassette tape. The recording shall provide the following information in Spanish: Name of the person, degrees, educational institutions attended, and prior work experience with community programs.
3. Submission of completed Affidavit of Confidentiality (upon receiving contract award).
4. A list of all similar efforts performed by your organization for the last 2 years. Include a description of the project; project title; contract number; contract amount; client identification, including agency or company name; and contracting and technical reviewing officials and their addresses and telephone numbers. (References will be checked.) Your proposal must demonstrate that both your organization and proposed personnel can successfully complete this project.

E. PROPOSAL DUE DATE: September 15, 2003, 12:00 Noon local time.

F. TASK DESCRIPTION:

Background

The NIAMS is seeking one full-time employee to provide bilingual administrative and technical support for its Health Partnership Program (HPP), a community-based research initiative that aims to enhance scientific understanding of disparities in rheumatic diseases and their causes and to provide direction for improving the health status and outcomes of the people disproportionately affected. The HPP, which was established in February 2000 in Washington, DC, operates through a collaborative effort between the National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS) and its 63 community partners (i.e., DC-area community organizations), who help to increase the local minority community's awareness of

and participation in the research studies at the NIAMS and other institutes at the National Institutes of Health (NIH).

Unity Health Care, Inc., a nonprofit health care agency with more than 15 health centers located throughout Washington, DC, is a lead community partner. Unity provides medical space to NIAMS in order to operate the NIAMS Community Health Center (CHC), a medical facility that provides a platform for the HPP's research, education, and training activities. The CHC is housed in a Unity facility that is located in a multicultural community in northwest Washington, DC.

At the CHC, the NIAMS conducts the Natural History Study of Rheumatic Diseases in Minorities, where researchers evaluate diseases and treatment courses in the local African American and Hispanic/Latino communities, two groups that are disproportionately affected by certain forms of rheumatic diseases such as systemic lupus erythematosus. The CHC sees approximately 140 patients per month: 8 percent are female, 50 percent are Hispanic/Latino, 40 percent are African American, and 10 percent are other ethnicities.

In addition to providing medical services at the CHC, NIAMS physicians provide rheumatology consultation services to primary care physicians and their patients at Unity's southeast Washington, DC, facility on a biweekly basis.

Additional information about the Health Partnership Program can be found at this Web site: www.niams.nih.gov/outreach.

Worksite Locations

The contractor will have two worksite locations. The primary worksite location will be on the NIH campus in Bethesda, MD. Approximately 80 percent of the Contractor's onsite staff person's worktime will be spent at NIH. The secondary worksite location will be the NIAMS Community Health Center (CHC) in Washington, DC. Approximately 20 percent of the Contractor's onsite staff person's worktime will be spent at the CHC site. The worksite locations are not based on a firm, routine schedule. It should not be assumed that the Contractor's onsite staff person will work 4 days at NIH and 1 day at the CHC every week.

Additionally, the Contractor's onsite staff person will conduct many of the outreach activities at organizations and events within the metropolitan Washington, DC, area.

Tasks

The Contractor's onsite staff person shall (1) possess the skills and ability to communicate fluently in both English and Spanish for written and oral communication in order to accomplish the tasks outlined here, (2) demonstrate ability to contribute to team projects while independently accomplishing some tasks with limited guidance, and (3) have knowledge of health education principles and practices as they relate to promoting a community health program in order to accomplish the tasks outlined here.

The Contractor's onsite staff person shall (1) manage and provide technical and administrative support including, but not limited to, general administration, outreach activities, writing and editing, and library and other reference research, and (2) establish and maintain effective working relationships with all parties involved in the program. In addition, the Contractor's onsite staff person shall attend the project's biweekly team meetings and provide project status summaries both orally and in writing. Written summaries shall be submitted to the Project Officer on a weekly basis.

The Contractor's onsite staff person shall have a working knowledge of Windows 98/NT 4/ME/2000/XP, including MS Office (MS Outlook, Word, Excel, and PowerPoint) and WordPerfect, along with Netscape Navigator and Internet Explorer. Training will be provided for any additional computer software programs needed to complete the tasks included in this Task Order.

The Contractor's onsite staff person shall provide coverage for this contract during all normal Government working hours, Monday through Friday, 8:30 a.m. to 5:00 p.m.

Task Areas

1. General Administration

The Contractor's onsite staff person shall provide the following general administration to the Office of Communication and Public Liaison on an infrequent, as needed basis:

- Answer and refer incoming calls for the Office of Communications and Public Liaison

2. Outreach Activities

The Contractor's onsite staff person shall conduct outreach activities in both English and Spanish that include, but are not limited to, the following tasks:

- Organizing, planning, and attending meetings and events, including
 - Partnership meetings (may include 5 to 100 participants)
 - Exhibits at DC-area community events (includes tracking exhibit activity)
 - Health fairs, including participation by NIH institutes and DC community organizations
 - Community presentations on arthritis and other rheumatic diseases, as well as other related program topics
 - Training sessions, such as cultural sensitivity training for HPP program staff
 - Focus groups for program-related activities
- Conducting marketing and promotion activities for HPP-related events
- Meeting with community partners for a variety of projects, including annual program evaluation interviews
- Providing onsite bilingual administrative support to the NIAMS Community Health Center in Washington, DC, when needed

3. Writing/Editing Activities

The Contractor's onsite staff person shall conduct writing and editing activities in both English and Spanish for documents that include, but are not limited to, the following:

- Meeting and event summaries and proceedings, which may be used for reports submitted to the NIAMS Scientific Director, NIAMS Director, NIH Director, DHHS Secretary, and Congressional members, as well as for abstracts or articles
- Planning documents, such as work plans, task schedules, and progress reports for specified program activities
- Informational and promotional material, such as electronic newsletters, patient and health materials, media and nonmedia announcements for events, and other related program activities
- Correspondence for related program activities
- Presentation material, including slides, poster session documents, and handouts

4. Library and Other Reference Research Activities

The Contractor's onsite staff person shall conduct research activities that include but are not limited to, the following:

- Researching, analyzing, and summarizing health and community-related information, which may be used to conduct program activities
- Entering data and maintaining databases for HPP-related activities, such as the annual program evaluation interviews
- Identifying community organizations with an interest in the HPP goals and objectives

5. Personal Interactions

The HPP is a community-based initiative that requires personal interaction with staff from various components of NIAMS, including the Office of the Director and the Intramural and Extramural Programs. The HPP also requires personal interactions with various community organizations, voluntary groups, and professional organizations. These interactions are integral to successful program operation; therefore, the Contractor's onsite staff person shall work effectively with all parties involved in the program and exhibit a high level of customer service during all interactions, both verbal and written.

LABOR HOURS

The Government estimates that the work will require 2,200 hours per year. In addition to working full-time during regular government operation, the Contractor's onsite staff person may be required to work on weekends to staff exhibits or attend meetings related to the project. These hours are included in the Government estimate provided above.

TRAVEL EXPENSES

The Contractor's onsite staff person will be required to travel to approximately 10 events within the Washington, DC, metropolitan area, using their personal transportation, to staff exhibits, attend meetings, or provide administrative support to the NIAMS Community Health Center. The Contractor's onsite staff person will be required to use personal or public transportation to travel to these sites. NIAMS will provide metro fare cards for travel on public transportation

This contract is subject to the provisions of Section 24 of Public Law 99-234, which amends the Office of Federal Procurement Policy Act to provide that Contractor costs for travel, including mileage for a private vehicle, parking, and public transportation, to be allowable only to the extent that they do not exceed the amount allowed for Federal employees.

The Contractor, therefore, shall invoice and be reimbursed for all travel costs in accordance with Federal Acquisition Regulations (FAR) 31.205-46.

GOVERNMENT-FURNISHED EQUIPMENT, SUPPLIES, AND FACILITY.

The NIAMS will provide all appropriate office space, equipment, supplies, and required computer hardware, software, and network access required for the Contractor's onsite staff person to perform the tasks of this contract.

KEY PERSONNEL

Pursuant to the Key Personnel Clause incorporated in this contract, Contractor's onsite staff person is considered to be essential to the work being performed hereunder. Contractor shall describe efforts to provide staff stability and plans to deal with any turnover.

352.270-5 Key Personnel (Apr. 1984)

The personnel specified in this contract are considered to be essential to the work being performed hereunder. Prior to diverting any of the specified individuals to other programs, the Contractor shall notify the Contracting Officer reasonably in advance and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the program. No diversion shall be made by the Contractor without the written consent of the Contracting Officer; provided, that the Contracting Officer may ratify in writing such diversion and such ratification shall constitute the consent of the Contracting Officer required by this clause. The contract may be modified from time to time during the course of the contract to either add or delete personnel, as appropriate.

The clause cited above contains a requirement for review and approval by the Contracting Officer of written request for change of Key Personnel reasonably in advance of diverting this individual from the contract. The period of time for advance notice shall not be less than thirty (30) days.

Hiring and Replacement of Onsite Contract Staff

The Contractor shall submit resumes and other items listed in section D (Proposal Instructions) for the proposed initial and replacement staff to the NIAMS for review. Replacement staff for the Contractor's onsite staff person must meet the same qualification criteria as stated in the proposal for the initial staff working on the Contract. The Contractor shall allow the NIAMS to review resumes and audio recordings of the replacement staff for their onsite staff person.

J. CONFIDENTIALITY OF INFORMATION

The Contractor's onsite staff person may be exposed to patient information as part of the tasks outlined herein, and therefore shall adhere to Federal regulations on Confidentiality of Information.

The following information is covered by HHSAR Clause 352.224-70, Confidentiality of Information (APRIL 1984):

Pursuant to the provisions of paragraph (c) of the Confidentiality of Information clause referenced below, the following information pertaining to patients/subjects is considered confidential information: Identity which shall include name, address, phone number, and any other personal identifiers. In addition, any patient's/subject's participation in any NIH-sponsored study or protocol, demographic or socioeconomic information, and all information concerning their diagnosis, condition, disease, or treatment.

Department of Health and Human Services Acquisition Regulation (HHSAR) (48 Chapter 3)
Clause: HHSAR 352.224-70, Confidentiality of Information (APRIL 1984).

K. REPORTING REQUIREMENTS

The Contractor shall submit the following reports in accordance with the delivery schedule:

Monthly Invoice/Status Reports

By the 10th calendar day of the month, the Contractor shall submit a monthly invoice/status report on the status of this task order. For each active task, the Contractor shall include the following information:

Total funds expended during the reporting period as compared with the task order as a whole, and a report of the remaining funds.

In addition, the Contractor shall describe any problems and/or difficulties that arose during the preceding calendar month, as well as proposed solutions and/or steps taken to solve problems. The first report shall cover the period consisting of the first full calendar month following the effective date of the contract and any fractional part of the initial month.

M. EVALUATION FACTORS:

The technical proposal will receive paramount consideration among selection factors for the Contractor for this Task Order. All evaluation factors other than costs or price, when combined, are significantly more important than cost or price. However, cost or price may become a critical factor in source selection in the event that two or more offerors are determined to be essentially equal following the evaluation of all factors other than cost or price. In any event, the Government reserves the right to make an award to that offeror whose proposal provides the best overall value to the Government.

Each Offeror's proposal is evaluated according to the factors shown below. .

A. Key Personnel Qualifications

1. The currency, quality, and depth of experience of individual personnel in working on similar projects ("similar" is meant to convey similarity in topic, dollar value, duration, and complexity)
2. Quality and depth of education; experience on other projects which may not be similar enough to include in response to C.1 but may be relevant

3. Quality verbal and written communications skills in English and Spanish, specifically based on resumes, writing samples, audio recording, and any additional references provided

B. Organizational Experience

1. The organization's history of successful completion of similar projects.
2. Evidence of successful experience in managing employees at remote locations.

C. Cost

AFFIDAVIT OF
CONFIDENTIALITY

As an employee of _____ (Contractor Name)
employed in the position of Bilingual (English/Spanish) Support Staff for the
NIAMS Health Partnership Program, I will be providing support for
patients/subjects obtaining services from the NIAMS Community Health Center.
I, _____ (Employee Name) may participate in patient check-
in, translation, and other nonmedical, patient-related activities. I understand and
agree that the following patient information/or data is confidential, and shall not
be disclosed:

1. Patients' identity, which shall include name, address, phone number, and any other personal
identifiers;
2. Patients'/subjects' participation in any NIH-sponsored study or protocol;
3. Demographic or socioeconomic information of patient; and
3. All information concerning their medical records, diagnosis, condition, disease, or
treatment.

EMPLOYEE

DATE:

(Name/Title Printed)

SUPERVISOR

DATE:

(Name/Title Printed)

Task Order # NICS-157

TITLE: Staff Position to Support Health Partnership Program NIAMS

PART II – CONTRACTOR’S REPLY: CONTRACT# _____

Contractor:

Points of Contact:

Phone:

Fax:

Address:

TOTAL ESTIMATED COSTS:

Pricing Method: LH

TOTAL ESTIMATED NUMBER OF HOURS:

PROPOSED COMPLETION DATE:

FOR THE CONTRACTOR: _____
Signature Date

SOURCE SELECTION:

WE HAVE REVIEWED ALL SUBMITTED PROPOSALS AND HAVE DETERMINED THAT THIS FIRM SUBMITTED THE BEST OVERALL PROPOSAL AND THE PRICE/COST IS REASONABLE.

Billing Reference # _____

Appropriations Data: _____
(ATTACH OBLIGATING DOCUMENT IF AN ROC WILL NOT BE USED.)

RECOMMENDED:

FAX# Signature- Project Officer Date

APPROVED: _____
Signature - Contracting Officer Date

NIH APPROVAL –

CONTRACTOR SHALL NOT EXCEED THE ESTIMATED LABOR HOURS OR ESTIMATED TASK ORDER AMOUNT WITHOUT THE WRITTEN APPROVAL OF THE CONTRACTING OFFICER AND PICS COORDINATOR

APPROVED: _____
Signature – Anthony M. Revenis, J.D., NIH PICS Coordinator Date